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Iron Bow Poly CLINiC Gen 2 Clinical Care Device Installation and User Guide

Iron Bow Part #'s: CLINiC-P-12X27-B02

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Safety & Maintenance

For your protection, please read these safety instructions completely before operating the equipment and keep this manual for future reference. The information in this summary is intended for persons who operate the equipment as well as repair or servicing personnel. Carefully observe all warnings, precautions and instructions on the apparatus, or the ones described in the operating instructions and adhere to them. Also, adhere to safety guidelines found in manuals for any peripheral equipment.

Care and Handling

- Water and moisture - Do not operate the equipment under or near water, or in areas with high humidity.
- Cleaning - Unplug the apparatus from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners, follow cleaning instructions provided
- Ventilation - Do not block any of the ventilation openings of the apparatus. Install in accordance with the installation instructions.
- Grounding or Polarization – use the power cord provided with this system, do not defeat the safety purpose of the grounding-type plug. A grounding type plug has two blades and a third grounding prong. The third prong is provided for your safety. If the provided plug does not fit into your outlet, consult an electrician.
- Plug Acts as Disconnect Device - The socket outlet to which this apparatus is connected must be installed near the equipment and must always be readily accessible.

	United States	Canada
Plug Type	Grounding type 3 Pole Plug	Grounding type 3 Pole Plug
Cord Type	SVT3 x 18 AWG	SVT3 x 18 AWG
Minimum Cord Set Rating	10A/125V	10A/125V
Safety Approval	UL/CSA	CSA

- Lightning - Unplug this apparatus during lightning storms or when unused for long periods of time.
- Network cables - CAUTION - To reduce the risk of fire, use only No. 26 AWG or larger telecommunication line cord.
- Power-Cord Protection - Route the power cord so as to avoid it being walked on or pinched by items placed upon or against it, paying particular attention to the plugs, receptacles, and the point where the cord exits from the apparatus.
- Attachments - Only use attachments as recommended by the manufacturer. When a cart is used, use caution when moving the cart/apparatus combination to avoid injury from tip-over.
- Storage - If you need to store the system, ensure that it is stored in a controlled environment to avoid damage:
 - Non-operating temperature: -20°C –60°C
 - Non-operating humidity (non-condensing): 10%–95%
- Repacking – Do not throw away the carton and packing materials. They may be required in the event that you need to move the system to an alternate location, or return the system for maintenance.
- “WARNING – Do not modify this equipment without authorization of the manufacturer.”
- Servicing - Do not attempt to service the apparatus yourself as opening or removing covers may expose you to dangerous voltages or other hazards, and will void the warranty. Refer all servicing to qualified service personnel. If the equipment is damaged, unplug the apparatus from the outlet and refer servicing to qualified personnel:
 - When the power cord or plug is damaged or frayed
 - If liquid has been spilled or objects have fallen into the apparatus
 - If the apparatus has been exposed to rain or moisture
 - If the apparatus has been subjected to excessive shock by being dropped, or the cabinet has been damaged
 - If the apparatus fails to operate in accordance with the operating instructions.

Cleaning Instructions

CAUTION

- Due to the close proximity of electrical power and equipment, flammable cleaners should never be used to clean these products!
- The surface materials of the unit are primarily powder-coated aluminum and are durable and easy to maintain, however they can stain and discolor, so test any cleaners in an inconspicuous place before using.
- Do not allow any liquids to enter the unit, drip down the monitor or accumulate on any surface.
- Please refer to the respective Materials Safety Data Sheets (MSDS) for detailed descriptions for each product from its manufacturer.
- Never use steel wool, Scotch-Brite™ or other abrasive materials to clean the product.
- Use extreme caution when cleaning the camera, as it is delicate and easily broken.
- Use extreme caution when cleaning a display monitor, as they are easily damaged if too much pressure is applied.

General Procedure

1. Verify the system is unplugged from the AC Power outlet before cleaning.
2. Use a soft, clean microfiber cloth or manufacturer supplied disposable cloth for all applications, particularly when cleaning lenses and monitors. Do not spray liquids directly on the surface.
3. Utilize appropriate cleaners for the surface being cleaned.
4. Allow equipment to fully dry prior to plugging into a power source.
5. To facilitate an effective infection control program and ensure proper performance, routinely clean, disinfect, and maintain products in accordance with approved procedures. Specifically, the hospital's Infection Control Administrator should be consulted for cleaning procedures and processes.

Suggested chemical cleaners/disinfectants/solutions for CLINiC and MedView:

- Chassis cleaning
 - Non Abrasive Soap/Detergent: Generally, water and mild non-abrasive soap/detergent or isopropyl alcohol can be used routinely on CLINiC or MedView products to maintain proper cleanliness.
 - Where infection control is required
 - A 10% or less bleach solution can be used to disinfect. Remove residue using a clean damp (water) cloth.
 - Branded chemical disinfectant products (test specific product on a sample surface before general use)
 - Metrex CaviWipes
 - Clorox Germicidal Wipes
- Display monitor LCD panel and camera body (not the lens)
 - Do not use any of the following chemicals or any solutions that contain: chlorine (bleach), acetone, peroxides, ammonia, ethyl alcohol, benzene, toluene, ethyl acid, or methyl chloride.
 - Branded, ammonia-free LCD cleaning products
 - Zeiss Pre-Moistened Lens Cleaning Wipes
 - CloroxPro Clean Screen Wipes
 - Up to 50:50 isopropyl alcohol to distilled water mixture for general cleaning, using soft microfiber cloth
 - Use 70:30 isopropyl alcohol and distilled water mixture for infection control, using soft microfiber cloth
- Camera Lens
 - Use only branded, ammonia-free cleaning wipes specifically designed for lens cleaning
 - Zeiss Pre-Moistened Lens Cleaning Wipes

Notes and Caution

- Use extreme caution when cleaning the camera and monitor/display. Do not apply undue pressure to the LCD screen, or manually move the camera when it is powered. Damage caused by improper cleaning will void the Iron Bow warranty.
- Do NOT use mineral spirits, acetone, paint thinners, or abrasive cleansers, or any other flammable, harsh or toxic chemicals.
- This document provides general guidelines only. Direction for proper cleaning and infection control is the responsibility of local authority and hospital administration.
- Iron Bow is not responsible for improper cleaning or disinfection in any and all circumstances.

Electrical Safety Information

Compliance is required with respect to the voltage, frequency, and current requirements indicated on the manufacturer's label. Connection to a power source different than those specified herein will likely result in improper operation or damage to the equipment, or pose a fire hazard.

There are no user-serviceable parts inside this equipment. There are hazardous voltages generated by this equipment that constitute a safety hazard. Service should be provided by a qualified service technician only. Contact a qualified electrician or the manufacturer if there are questions about the installation prior to connecting the equipment to mains power.

Operating Guidelines

Mounting Guidelines

The system is designed for attachment to a desktop stand, cart or similar supporting structure using the rear 100mm x 100mm VESA mount on the rear of the system chassis. Care should be taken to ensure that any supporting device is designed for 100mm x 100mm VESA mounting and is capable of supporting the weight of the system and any attached peripherals/cables.

Connecting Peripheral Equipment

It is recommended that the supporting device incorporates an AC isolation transformer if the system is to be used with any external peripheral that may have direct skin contact. The optional stand available for this system incorporates a suitable isolation transformer and many mobile carts contain isolated power sources derived from internal rechargeable battery packs. It is also recommended that any external device that may have skin contact are individually certified for such use to avoid risk of injury.

Any AC powered peripheral device must be connected to a separate AC outlet suitable for use with the device as defined by the manufacturer's specification information. In addition, AC power strips or extension cables should not be used with this system.

Ambient Temperature Guidelines

- Operating temperature: 5°C –35°C (ambient temperature)
- Operating humidity: 20%–80% (RH)
- Non-operating temperature: -20°C –60°C
- Non-operating humidity (non-condensing): 10%–90%

Contents

Introduction	8
System Description	9
System Installation.....	10
Getting Started	15
Powering On and Off	15
Managing Calls	18
Answering a Call.....	18
Ending a Call.....	18
Ignoring a Call	18
Answering a Call.....	18
Placing a Call	18
Managing Video Settings	19
Enabling and Disabling Video Privacy Mode.....	19
Enabling and Disabling Self-View Mode	19
Main Camera Pan/Tilt and Zoom Functions	19
Managing Audio Settings	20
Adjusting Speaker and Headphone Volume	20
Enabling and Disabling Headphone Operation.....	20
Adjusting Transmission Audio Gain	20
Sharing Content from Connected Devices	21
Changing Video Source Button Assignment	21
CLINiC Administration	22
Accessing the Codec Web Interface	22
Change Sleep Settings.....	22
Change Call Settings.....	22
Manage Favorites	23
Adjusting Audio Gain	23
Appendix: Mounting Information	24
Specifications	25

Figure 1. Poly CLINiC pictured with optional desk stand, Horus Scope and Horus Scope cradle 8
Figure 2. Poly CLINiC system components 9
Figure 3. Poly CLINiC power, network, data, and audio/video ports..... 13
Figure 4. Poly CLINiC Audio ports on the integrated control panel..... 14
Figure 5. Poly CLINiC “Touch” Sensor Power Switch Location..... 15
Figure 6. Poly CLINiC Control panel functions 17
Figure 7. Poly CLINiC rear view and mounting holes location accessory..... 24

Introduction

The Poly CLINiC from Iron Bow Healthcare Solutions is a purpose-built telehealth video and consultation device that enables the delivery of clinical healthcare at a distance.

The CLINiC includes a video codec, a high definition video camera, built-in microphone, 27” display, audio speakers and an intuitive tactile membrane control panel. The CLINiC enables high quality video and audio calls between two parties or more. Medical devices such as an electronic stethoscope and a Horus Scope can be connected directly to the CLINiC.

The CLINiC can be interchangeably mounted on a table top, wall, extensible arm, or on a medical cart and is available with either a 12x and 4x camera

This user guide covers the functionality of the Poly CLINiC 12x model.



Figure 1. Poly CLINiC pictured with optional desk stand, Horus Scope and Horus Scope cradle

You can find additional CLINiC resources and information about support and other related telehealth services at www.ironbowhealthcare.com.

System Description

The primary components of the Poly CLINiC are shown in the following figure.

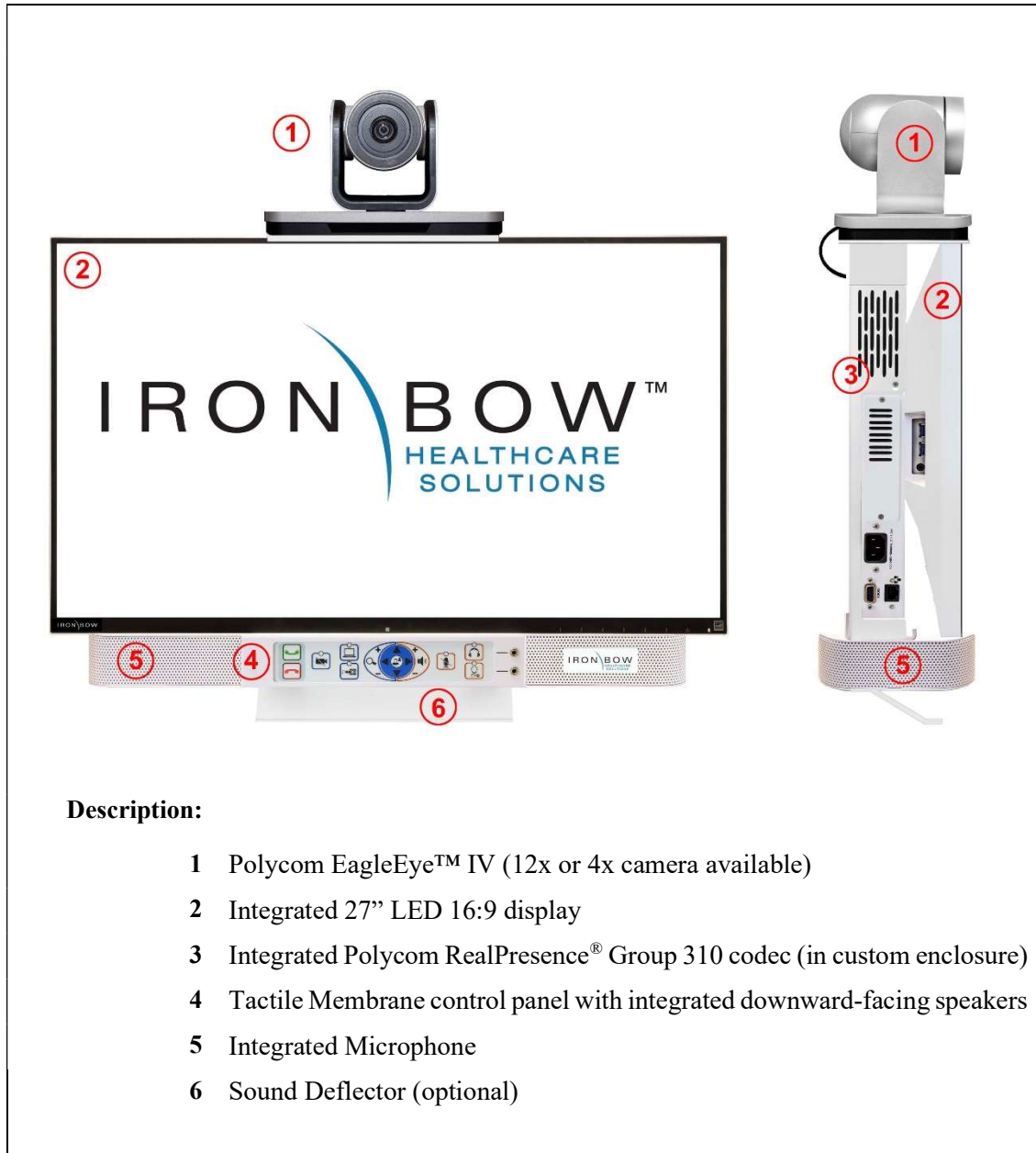


Figure 2. Poly CLINiC system components

System Installation

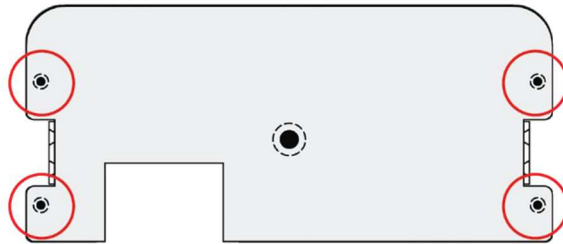
The CLINiC should be mounted on a stable supporting structure (tabletop, wall, extensible arm, or medical cart) before you begin using it. Refer to *Appendix: Mounting Information* for mounting holes locations and dimensions.

Installing the Camera

Before using the system for the first time, you must attach the camera to the mounting plate, which locates on top of the CLINiC display. All necessary hardware including the screws and camera mounting plate are supplied in the system accessory box. A Philips #1 and #2 screwdrivers are needed for assembly.

To attach the camera to the CLINiC:

1. Identify the four attachment holes on the camera mounting plate. Note that the back edge of the camera mounting plate has the cutout for the camera cable.



2. Orient the camera mounting plate so the cutout is below the camera cable area. Attach the mounting plate to the camera using a #1 Philips screwdriver and the four small supplied screws.



3. Attach the mounting plate to the top of the Telehealth Station using a #2 Philips screwdriver and the four larger supplied screws.



4. Attach the camera cable to the multiway connector on the rear of the camera. Ensure that you orient the connector correctly and secure by tightening the thumbscrews.



Sound Deflector

The CLINiC includes a sound deflector you can install under the front panel of the system. If you mount the system on an arm or on the wall, the sound deflector improves audio quality by deflecting audio forward, as shown below:



Figure 3. CLINiC Sound Deflector

To install the sound deflector:

1. Remove the three screws using a Philips #1 screwdriver, on the base section of the sound bar at the rear of the chassis, circled in red in the following figure.



2. Orient the sound deflector forward and align the three holes with the three holes in the base. Secure the sound deflector using the three screws removed in step 1.



Connections

The Poly CLINiC includes an AC power inlet, an Ethernet port for connecting to the network, audio/video ports for connecting audio and video sources, a headphone jack output, and a general purpose USB port that can be for various codec functions. (see *Poly RealPresence Group 300/310 user manual*, available at the following link) http://support.polycom.com/PolycomService/support/us/support/video/group_series/group300.html .

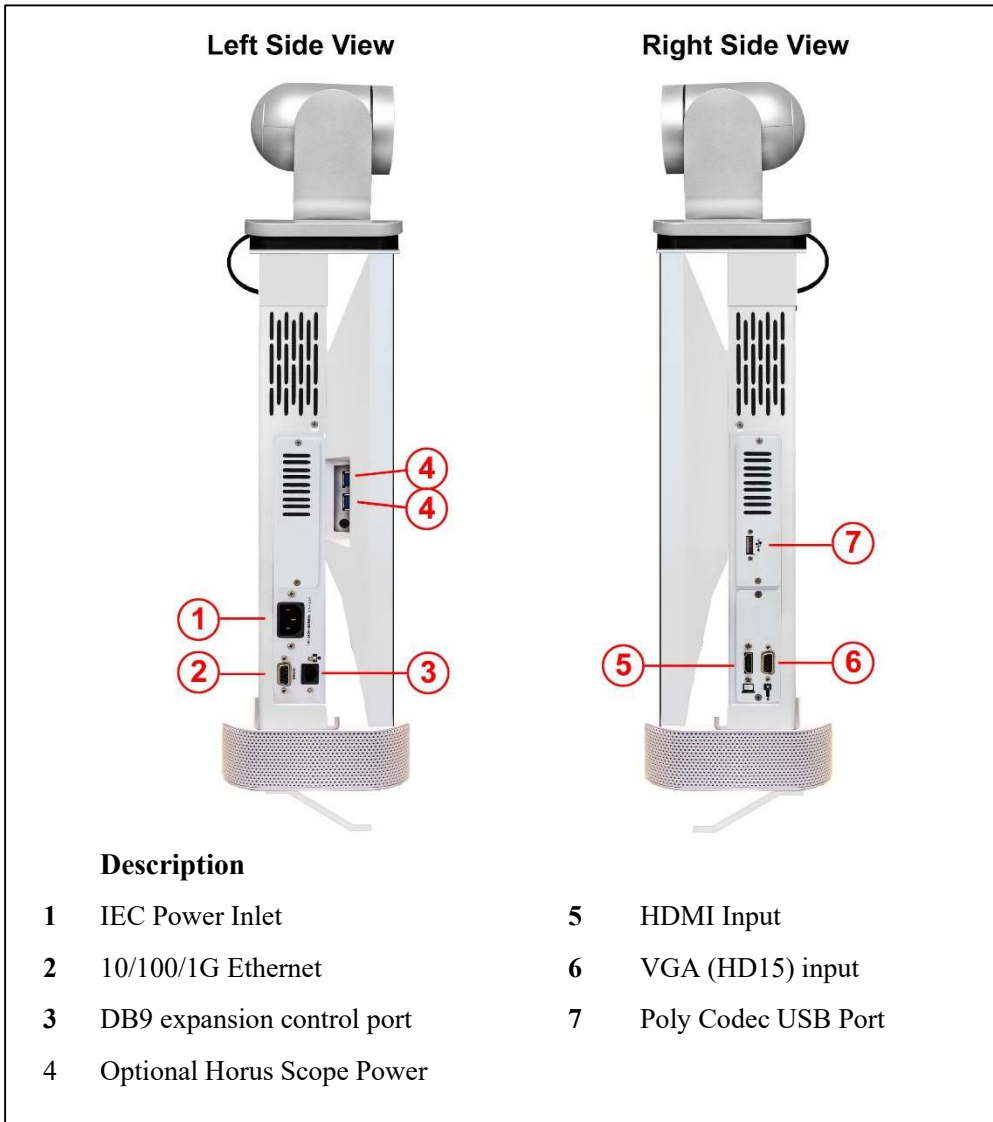


Figure 3. Poly CLINiC power, network, data, and audio/video ports

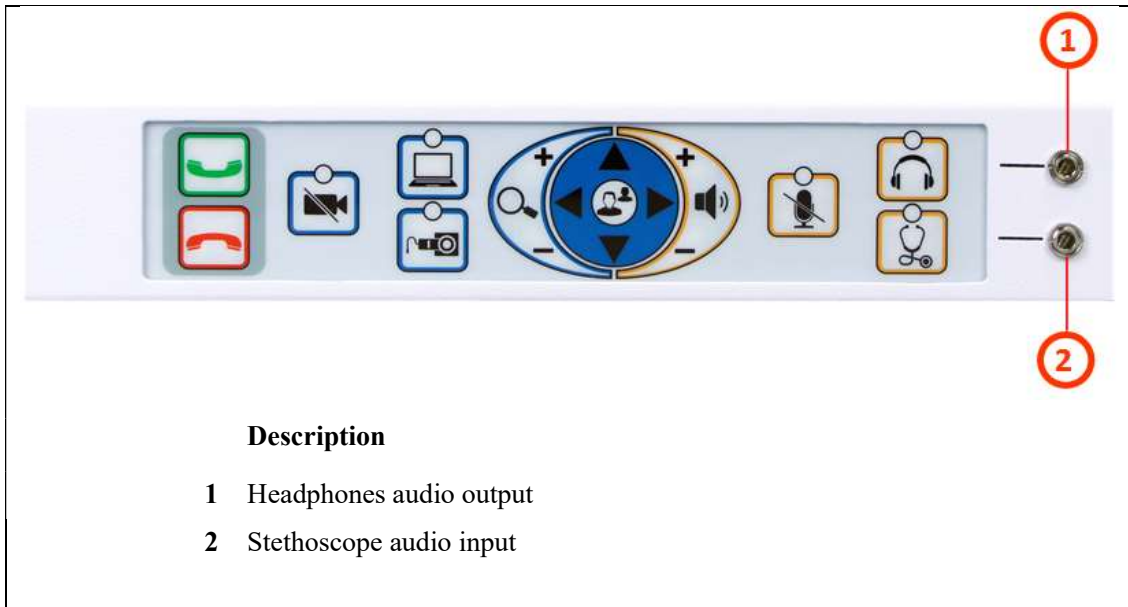



Figure 4. Poly CLINiC Audio ports on the integrated control panel

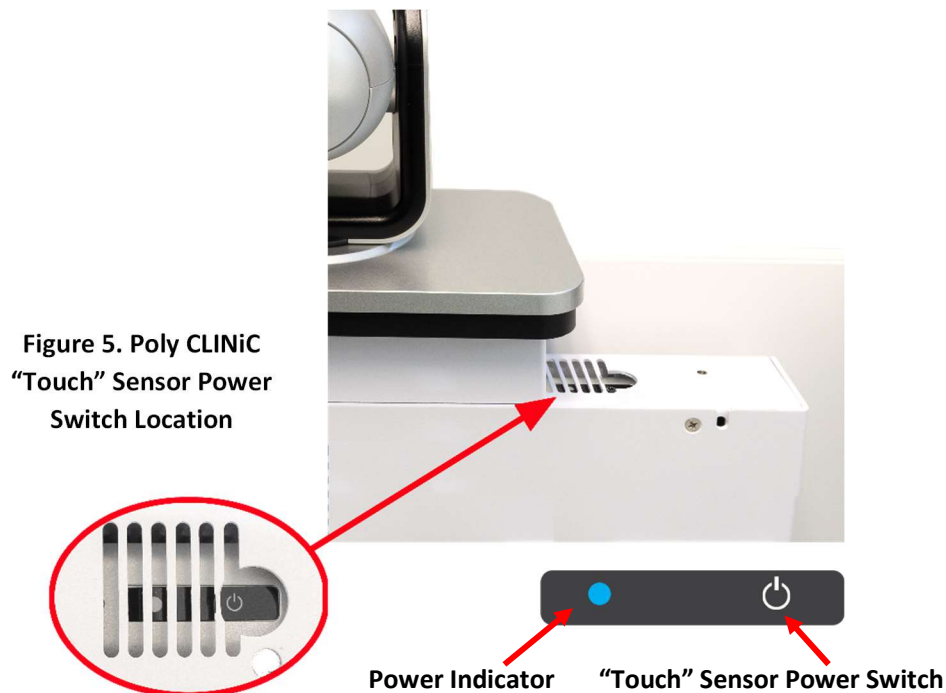
Getting Started

Powering On and Off

The Poly CLINiC control panel, display, camera and codec will automatically power on when connected to AC power.

The integrated Poly codec has a “Touch” sensor power switch that can be used to power the codec on and off individually from the rest of CLINiC components, although that is typically not necessary.

The codec “Touch” sensor power switch  is located behind the display on the top of the codec enclosure, as shown in the figure .6. below



Powering On the CLINiC

Connect the peripherals to the HDMI and/or VGA ports of the CLINiC before connecting the CLINiC to AC power.

To power on the CLINiC:

- Connect the CLINiC to AC power. This will automatically power on the codec, camera, display and control unit of the CLINiC. A splash screen is displayed within several seconds.

NOTE: If the display goes to power-saving mode and a splash screen is not displayed, you will need to separately power on the codec. This could happen because the codec was previously powered off using the power sensor. Whenever you power off the codec using the power sensor, you will need to touch the power sensor to restart it.

Waking Up the CLINiC

The system goes to sleep after two hours with no activity. This value can be changed from the web interface to the codec (see *CLINiC Administration*), to wake the system up: Press any button on the integrated control panel. If you are using the optional remote, press any button on the remote or just move the remote.

Powering Off the CLINiC System

Powering off the CLINiC is typically unnecessary. Most video endpoints remain connected to the network and in stand-by mode until a call is placed or received. To power off the CLINiC, disconnect from the AC power which may be required if the system is being moved to a different location

Powering the CLINiC Codec On and Off



Touch and hold the power sensor. Release the power sensor when the light indicator changes color and wait until the codec is off.

Touch and hold the power sensor again to restart the codec.

Control Panel Functions System

The CLINiC tactile membrane control panel buttons and associated functions are described in figure 6. Below:

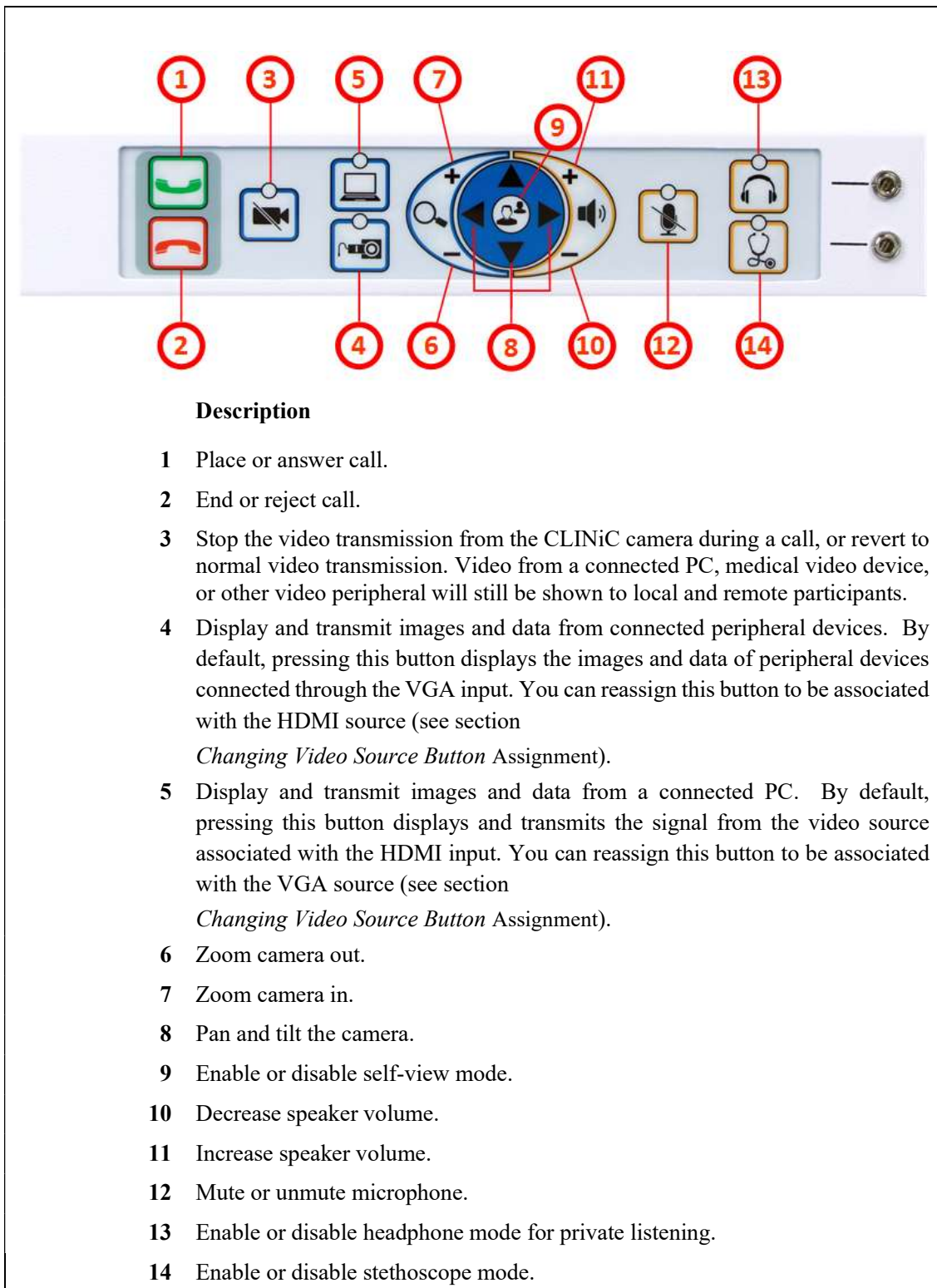


Figure 6. Poly CLINiC Control panel functions

Managing Calls

You can manage calls by either using the integrated control panel or the remote. This section describes how to manage calls by using the integrated control panel. For instructions on how to manage calls using the remote, please refer to the *Polycom RealPresence Group Series User Guide*, available at the following link: http://support.polycom.com/PolycomService/support/us/support/video/group_series/group300.html

Answering a Call

The default behavior of the CLINiC is to answer all incoming calls automatically.

This behavior can be changed from the web interface to the codec (see *CLINiC Administration*).



Answering a Call

If the CLINiC is not set to answer incoming calls automatically, the system will prompt you to answer the call manually when an incoming call is received. To answer a call manually, press the green “Answer Call” control on the tactile membrane control panel



Ignoring a Call

If the CLINiC is not configured to answer calls automatically, you can manually ignore a call. To ignore an incoming call manually, select the “End Call” control on the tactile membrane control panel



Ending a Call

To end a call, select the “End Call” control on the tactile membrane control panel



Placing a Call

You may place a call to a pre-defined address by selecting the “Make Call” control on the tactile membrane control panel. Before you can place a call to an address, it must be added in the codec as a favorite contact with first name **auto** and last name **dial**, using the web interface to the codec (see *CLINiC Administration*)

Managing Video Settings

This section describes how to manage video settings by using the integrated tactile membrane control panel. For instructions on how to manage video settings using the remote, please refer to the *Polycom RealPresence Group Series User Guide*, available at the following link:

http://support.polycom.com/PolycomService/support/us/support/video/group_series/group300.html

Enabling and Disabling Video Privacy Mode



Video Privacy selection stops the image from the system main camera being transmitted to the remote site. A second selection resumes the camera transmission. Video from a connected PC, medical video device, or other video peripheral will still be shown to local and remote participants. When Video Privacy is active, the LED associated with this control will illuminate and the all participants will see a camera icon with a line through it (video pause icon).

Enabling and Disabling Self-View Mode



Self -View selection brings up a small window on the main screen showing the image being transmitted from the main system camera. A second selection removes the self-view window.

Main Camera Pan/Tilt and Zoom Functions



The Arrow keys control the main system camera up/down/left/right movement



The main system camera zoom in and out functions are controlled by the + and - signs

Managing Audio Settings

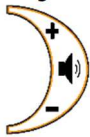
This section describes how to manage audio settings by using the integrated control panel. For instructions on how to manage audio settings using the remote, please refer to the *Polycom RealPresence Group Series User Guide*, available at the following link: http://support.polycom.com/PolycomService/support/us/support/video/group_series/group300.html

Enabling and Disabling Microphone Mute Mode



Microphone Mute selection stops the room audio from the integrated microphone being transmitted to the remote site. On activation, an LED indicator illuminates on the control panel, plus a microphone mute icon appears on the display. A second selection resumes the room audio transmission. This function mutes only the integrated microphone does not affect transmission of an electronic stethoscope, if connected.

Adjusting Speaker and Headphone Volume



The volume functions are controlled by the + and – signs. A volume indicator bar is displayed on the top right hand side of the screen indicating the volume level

Enabling and Disabling Headphone Operation



The remote site audio is always available through both the system speakers and available for listening using connected headphones. By activation of the Headphone mode, the audio is only available through connected headphones for private listening. On activation, the associated LED illuminates above the control button.

Enabling and Disabling Stethoscope Mode



Stethoscope Mode optimizes audio transmission of the stethoscope signal connected to the stethoscope audio input, while automatically muting the internal system microphone to minimize room audio interference. If it is required to transmit the microphone(s) as well as the stethoscope, select the microphone mute button to “un-mute” the microphones. In Stethoscope Mode, the stethoscope signal is only sent to the remote end and will not play through the speakers. On activation, the associated LED illuminates above the control button.

Adjusting Transmission Audio Gain

You can adjust the gain of the audio signal transmitted from the codec to optimize the audio experience at the remote end (see *CLINiC Administration*).

Sharing Content from Connected Devices

You can share content from devices connected to either the HDMI port or the VGA port. These two ports are shown in Figure 3.



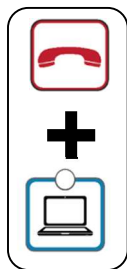
Transmit PC sends the image from a connected PC or HDMI device to the remote site as a second image in conjunction with the main system camera. The image will automatically be shown as a window on the main screen. To end transmission, select the control again or select the Horus Scope input, which will replace the PC image with the Horus Scope image. When the PC transmission is active, the LED associated with this control will illuminate



Transmit Horus Scope sends the image from a connected Horus Scope or VGA device to the remote site as a second image in conjunction with the main system camera. The image will automatically be shown as a window on the main screen. To end transmission, select the control again or select the transmit PC input, which will replace the Horus Scope image with the PC image. When the Horus Scope transmission is active, the LED associated with this control will illuminate

Changing Video Source Button Assignment

By default, the Transmit PC selection control is associated with the HDMI source, and the Transmit Horus Scope selection control is associated with the VGA source. If required, you can reverse this assignment:



Press and hold simultaneously the “Hang Up” and “Transmit Computer” controls for 5 seconds. The “Transmit” and “Horus Scope” buttons will now select the opposite inputs.

If you desire to reverse the setup, repeat the above operation.

CLINiC Administration

You can modify the default functions of the CLINiC codec by logging in as an administrator to the codec web interface and performing the desired changes.

For the complete set of instructions, please refer to the *Poly RealPresence Group Series Administrator Guide*, available at the following link:

http://support.polycom.com/PolycomService/support/us/support/video/group_series/group300.html

Accessing the Codec Web Interface

To access the web interface:

1. In your web browser address line, enter the system IP address, for example, <http://10.11.12.13>. The system IP address is always displayed in the bottom left corner of the screen when the CLINiC is on.
2. Enter the Admin ID as the user name (default is `admin`), and enter the Admin Remote Access Password, if one is set.

Change Sleep Settings

The system goes to sleep after two hours with no activity.

To change when the system goes to sleep:

1. In the web interface, click **Admin Settings > Audio/Video > Sleep > Sleep**.
2. Select the number of minutes the system can be idle before it goes to sleep.

Change Call Settings

You can change the way calls are answered and placed from the CLINiC.

To edit call settings:

1. In the web interface, go to **Admin Settings > General Settings > System Settings > Call Settings**.
2. View and configure the settings as desired and save your changes.

Manage Favorites



You can add a favorite contact that can be dialed when pressing the “Call” button on the CLINiC control panel. To create a new favorite;

1. In the web interface, go to **Place a Call > Manage Favorites**.
2. To create a favorite contact, click **Create New Favorite**.
3. Enter the contact call information and click **Save**.

IMPORTANT: in order to enable one-touch dialing from the CLINiC, the contact name must be first name: **auto**, last name: **dial**.

Adjusting Audio Gain

You can adjust the gain of the audio signal transmitted from the codec to optimize the audio experience at the remote end.

To adjust Transmission Audio Gain:

1. In the web interface, go to **Admin Settings > Audio/Video > Audio**.
2. Configure the **Transmission Audio Gain** value in dB.

Appendix: Mounting Information

The following figure is not to scale and provided for dimensional information only.

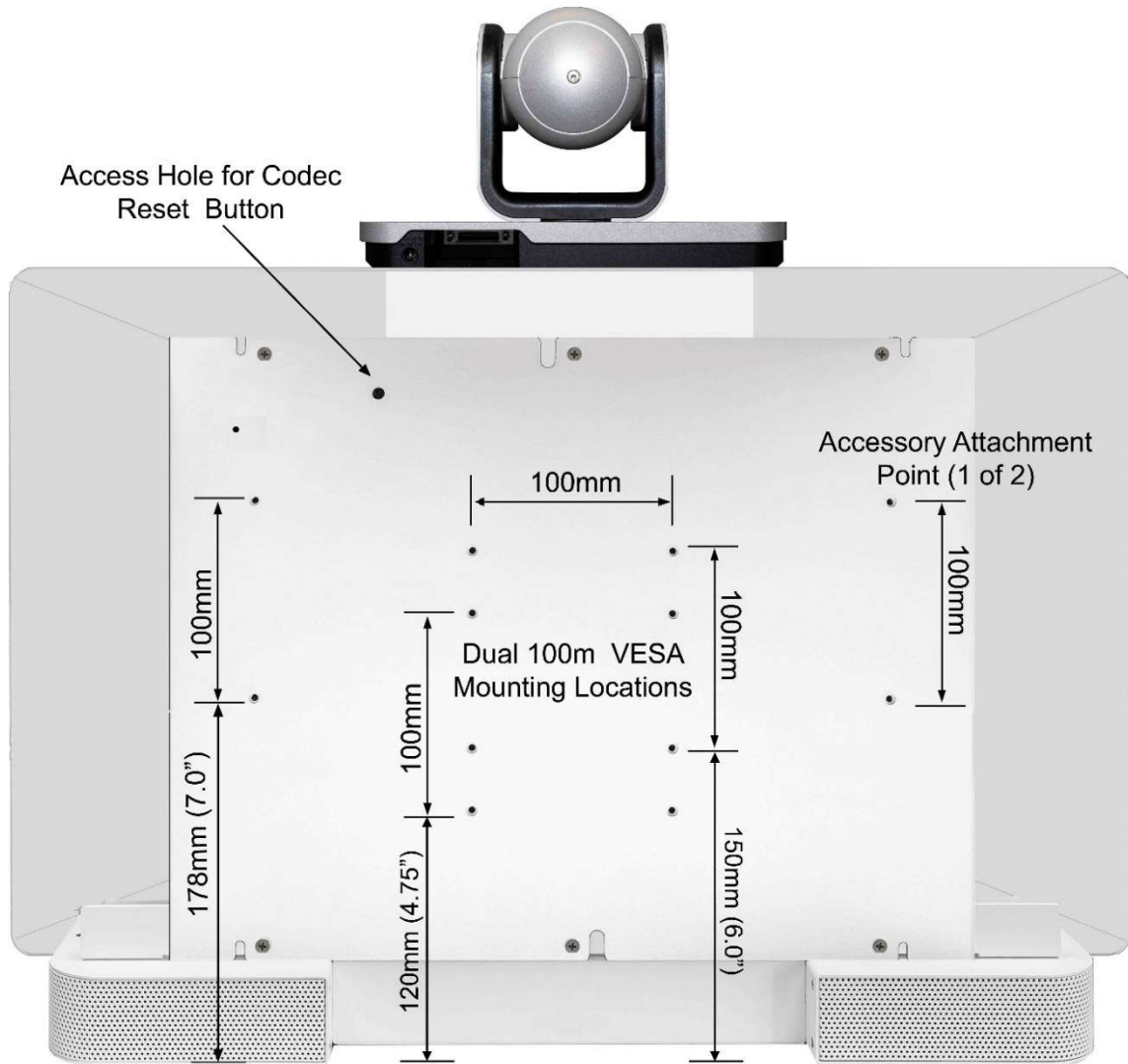


Figure 7. Poly CLINiC rear view and mounting holes location accessory

Specifications

Videoconferencing	
Codec	Polycom RealPresence® Group 310 codec
Camera	Polycom EagleEye™ IV 12x camera
Display	
Type	27" IPS LED
Native Resolution	2560 x 1440
Viewing Angle	178°
Response Time	5 ms
Control	
Integrated Panel	Integrated panel with touch control for: <ul style="list-style-type: none"> • AutoDial/Connect • Disconnect • Camera Pan/Tilt/Zoom • Display Layout • Camera Mute (with LED indicator) • Microphone Mute (with LED indicator) • PC Source Selection (with LED indicator) • Video Device Source Selection (with LED indicator) • Volume • Stethoscope Mode (with LED indicator) • Headphone Mode (with LED indicator)
Remote Control	Polycom remote control (optional usage)
Control Port	DB9 expansion control port (for future use)
Video Input/Output	
Input	Polycom EagleEye IV 12x
	1 x HDMI
	1 x VGA (HD15)
Output	1 x HDMI (dedicated to display)
Audio Input / Output	
Input	Integrated microphone
	1 x 3.5mm (for stethoscope)
	1 x HDMI
Output	Integrated stereo speakers; 2 x 5 Watts
	1 x 3.5mm (for headphone)

Network	
	1 x 10/100/1G Ethernet
Dimensions	
	<ul style="list-style-type: none"> • 24" Wide • 21.75" High (Includes camera. Detachable speaker deflector adds 1.25") • 5.5" Deep
Weight	
	28.5 lbs.
Mounting	
	Compatible with 100mm x 100mm VESA mounts (refer to the Appendix for mounting hole location and required hardware)
Electrical	
	110-120VAC ~60Hz, 1.67A Integrated auto sensing power supply 1 x IEC type inlet

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